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Frontline Advisor Manager Help

Monitoring Using Thresholds and Rules

5/9/2025

Monitoring Using Thresholds and Rules

Thresholds and rules are defined by the administrators. Thresholds define the critical, warning, and acceptable conditions for each metric for one or all time profiles. Thresholds and rules can be used to find positive behavior as well.

Default values for thresholds and rules are provided on installation; however, they can be inherited or overridden by administrators. When modified at the global level, the values for all enabled teams and agents are automatically updated.

In addition to performance information, Frontline Advisor tracks and records all exceptions and allows you to enter notes and coaching information to support positive and negative feedback. You describe your actions for dealing with the alert in a note. The note becomes part of the recorded history of the agent.